

ATTACHMENT 3

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

DETAILED MODEL PLAN

PUBLIC LAW 97-35, AS AMENDED

FISCAL YEAR (FY) 2009

GRANTEE MISSOURI

EIN: 8 4460009787-B6

ADDRESS DEPARTMENT OF SOCIAL SERVICES/FAMILY SUPPORT DIVISION  
P.O. BOX 2320  
JEFFERSON CITY, MISSOURI 65102

NAME OF LIHEAP COORDINATOR JEANNA MACHON

EMAIL: Jeanna.L.Machon@dss.mo.gov

TELEPHONE: 573-526-4836 FAX: 573-526-5592

PLEASE CHECK ONE: TRIBE \_\_\_\_\_ STATE X INSULAR AREA \_\_\_\_\_

Department of Health and Human Services  
Administration for Children and Families  
Office of Community Services  
Washington, DC 20447

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01  
OMB Approval No. 0970-0075  
Expiration Date: 10/31/2008

THE PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13)

Use of this model plan is optional. However, the information requested is required in order to receive a Low Income Home Energy Assistance Program (LIHEAP) grant in years in which the grantee is not permitted to file an abbreviated plan. Public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

GRANTEE MISSOURI

FFY 2009

Assurances

The State of Missouri agrees to:

(Grantee Name)

(1) use the funds available under this title to--

(A) conduct outreach activities and provide assistance to low income households in meeting their home energy costs, particularly those with the lowest incomes that pay a high proportion of household income for home energy, consistent with paragraph (5);

(B) intervene in energy crisis situations;

(C) provide low-cost residential weatherization and other cost-effective energy-related home repair; and

(D) plan, develop, and administer the State's program under this title including leveraging programs,

and the State agrees not to use such funds for any purposes other than those specified in this title;

(2) make payments under this title only with respect to--

(A) households in which one or more individuals are receiving--

(i) assistance under the State program funded under part A of title IV of the Social Security Act;

(ii) supplemental security income payments under title XVI of the Social Security Act;

(iii) food stamps under the Food Stamp Act of 1977; or

(iv) payments under section 415, 521, 541, or 542 of title 38, United States Code, or under section 306 of the Veterans' and Survivors' Pension Improvement Act of 1978; or

(B) households with incomes which do not exceed the greater of—

(i) an amount equal to 150 percent of the poverty level for such State; or

(ii) an amount equal to 60 percent of the State median income;

except that a State may not exclude a household from eligibility in a fiscal year solely on the basis of household income if such income is less than 110 percent of the poverty level for such State, but the State may give priority to those households with the highest home energy costs or needs in relation to household income.

(3) conduct outreach activities designed to assure that eligible households, especially households with elderly individuals or disabled individuals, or both, and households with high home energy burdens, are made aware of the assistance available under this title, and any similar energy-related assistance available under subtitle B of title VI (relating to community services block grant program) or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;

(4) coordinate its activities under this title with similar and related programs administered by the Federal Government and such State, particularly low-income energy-related programs under subtitle B of title VI (relating to community services block grant program), under the supplemental security income program, under part A of title IV of the Social Security Act, under title XX of the Social Security Act, under the low-income weatherization assistance program under title IV of the Energy Conservation and Production Act, or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;

(5) provide, in a timely manner, that the highest level of assistance will be furnished to those households which have the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size, except that the State may not differentiate in implementing this section between the households described in clauses 2(A) and 2(B) of this subsection;

(6) to the extent it is necessary to designate local administrative agencies in order to carry out the purposes of this title, to give special consideration, in the designation of such agencies, to any local public or private nonprofit agency which was receiving Federal funds under any low-income energy assistance program or weatherization program under the Economic Opportunity Act of 1964 or any other provision of law on the day before the date of the enactment of this Act, except that—

(A) the State shall, before giving such special consideration, determine that the agency involved meets program and fiscal requirements established by the State; and

(B) if there is no such agency because of any change in the assistance furnished to programs for economically disadvantaged persons, then the State shall give special consideration in the designation of local administrative agencies to any successor agency which is operated in substantially the same manner as the predecessor agency which did receive funds for the fiscal year preceding the fiscal year for which the determination is made;

(7) if the State chooses to pay home energy suppliers directly, establish procedures to --

(A) notify each participating household of the amount of assistance paid on its behalf;

(B) assure that the home energy supplier will charge the eligible household, in the normal billing process, the difference between the actual cost of the home energy and the amount of the payment made by the State under this title;

(C) assure that the home energy supplier will provide assurances that any agreement entered into with a home energy supplier under this paragraph will contain provisions to assure that no household receiving assistance under this title will be treated adversely because of such assistance under applicable provisions of State law or public regulatory requirements; and

(D) ensure that the provision of vendor payments remains at the option of the State in consultation with local grantees and may be contingent on unregulated vendors taking appropriate measures to alleviate the energy burdens of eligible households, including providing for agreements between suppliers and individuals eligible for benefits under this Act that seek to reduce home energy costs, minimize the risks of home energy crisis, and encourage regular payments by individuals receiving financial assistance for home energy costs;

(8) provide assurances that,

(A) the State will not exclude households described in clause (2)(B) of this subsection from receiving home energy assistance benefits under clause (2), and

(B) the State will treat owners and renters equitably under the program assisted under this title;

(9) provide that--

(A) the State may use for planning and administering the use of funds under this title an amount not to exceed 10 percent of the funds payable to such State under this title for a fiscal year; and

(B) the State will pay from non-Federal sources the remaining costs of planning and administering the program assisted under this title and will not use Federal funds for such remaining cost (except for the costs of the activities described in paragraph (16));

(10) provide that such fiscal control and fund accounting procedures will be established as may be necessary to assure the proper disbursement of and accounting for Federal funds paid to the State under this title, including procedures for monitoring the assistance provided under this title, and provide that the State will comply with the provisions of chapter 75 of title 31, United States Code (commonly known as the "Single Audit Act");

(11) permit and cooperate with Federal investigations undertaken in accordance with section 2608;

(12) provide for timely and meaningful public participation in the development of the plan described in subsection (c);

(13) provide an opportunity for a fair administrative hearing to individuals whose claims for assistance under the plan described in subsection (c) are denied or are not acted upon with reasonable promptness; and

(14) cooperate with the Secretary with respect to data collecting and reporting under section 2610.


(15) \* beginning in fiscal year 1992, provide, in addition to such services as may be offered by State Departments of Public Welfare at the local level, outreach and intake functions for crisis situations and heating and cooling assistance that is administered by additional State and local governmental entities or community-based organizations (such as community action agencies, area agencies on aging and not-for-profit neighborhood-based organizations), and in States where such organizations do not administer functions as of September 30, 1991, preference in awarding grants or contracts for intake services shall be provided to those agencies that administer the low-income weatherization or energy crisis intervention programs.

**\* This assurance is applicable only to States, and to territories whose annual regular LIHEAP allotments exceed \$200,000. Neither territories with annual allotments of \$200,000 or less nor Indian tribes/tribal organizations are subject to Assurance 15.**

(16) use up to 5 percent of such funds, at its option, to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance, including needs assessments, counseling, and assistance with energy vendors, and report to the Secretary concerning the impact of such activities on the number of households served, the level of direct benefits provided to those households, and the number of households that remain unserved.

Certification to the Assurances: As Chief Executive Officer, I agree to comply with the sixteen assurances contained in Title XXVI of the Omnibus Budget Reconciliation Act of 1981, as amended.\* By signing these assurances, I also agree to abide by the standard assurances on lobbying, debarment and suspension, and a drug-free workplace.

Signature of the Tribal or Board Chairperson or Chief Executive Officer of the State or Territory.\*\*

Signature: 

Title: Director, Department of Social Services

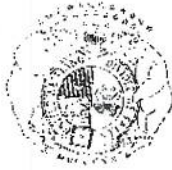
Date: 8/26/08

**\* Indian tribes/tribal organizations, and territories with annual regular LIHEAP allotments of \$200,000 or less, are not subject to assurance 15, and thus must only certify to 15 assurances.**

**\*\* If a person other than the Chief Executive Officer of the State or territory, or Tribal Chairperson or Board Chairperson of a tribal organization, is signing the certification to the assurances, a letter must be submitted delegating such authority. (PLEASE ATTACH DELEGATION of AUTHORITY.) The delegation must include authority to sign the assurances, not just to administer the program.**

**\*\*\* HHS needs the EIN (Entity Identification Number) of the State, territory or Tribal agency that is to receive the grant funds before it can issue the grant.**

In the above assurances which are quoted from the law, "State" means the 50 States, the District of Columbia, an Indian Tribe or Tribal Organization, or a Territory; "title" of the Act refers to Title XXVI of the Omnibus Budget Reconciliation Act of 1981 (OBRA), as amended, the "Low Income Home Energy Assistance Act"; "section" means Section 2605 of OBRA; and, "subsection" refers to Section 2605(b) of OBRA.



OFFICE OF THE GOVERNOR  
STATE OF MISSOURI  
JEFFERSON CITY  
65101


MATT BLUNT  
GOVERNOR

STATE CAPITOL  
ROOM 216  
(573) 751-3222

Deborah E. Scott, Director  
Department of Social Services  
221 West High Street  
Jefferson City, MO 65102

Re: Delegation of Authority to Review & Sign Block Grant Applications & Related Documents

Dear Ms. Scott:

  
As the Governor of the State of Missouri, I hereby delegate to you the authority to act on my behalf in reviewing and signing block grant applications, certifications of assurances, transmittals and other related documents that may be required as part of the block grant process. This includes those grant programs for which the Department of Social Services has responsibility for administering, including but not limited to, low income home energy assistance, social services, and community service programs.

In acting on my behalf in reviewing and approving block grant applications and related documents, you will be guided by all applicable laws and regulations governing these programs.

This delegation of authority is personal to you as the Director of the Department of Social Services, and may not be re-delegated. Unless otherwise revoked, this delegation will remain in effect so long as you are serving in your present capacity.

A copy of this letter of delegation should be submitted along with any block grant applications and related documents signed by you on my behalf.

Sincerely,



Matt Blunt

GRANTEE Missouri FFY 2009

statutory  
references

2605(a)

2605(b)(1) → Please check which components you will operate under the LIHEAP program.  
(Note: You must provide information for each component designated here as requested elsewhere in this plan.)

Dates of Operation

(use of  
funds)

X heating assistance

October through March

     cooling assistance

Winter—October through May

X crisis assistance

Summer—June through September

     weatherization assistance

2605(c)(1)(C) → Please estimate what amount of available LIHEAP funds will be used for each component that you will operate: **The total of all percentages must add up to 100%.**

(use of  
funds)

46 % heating assistance

     % cooling assistance

42 % crisis assistance

2605(k)(1) 2 % weatherization assistance

     % carryover to the following fiscal year

2605(b)(9) 10 % administrative and planning costs

2605(b)(16)      % services to reduce home energy needs  
including needs assessment (assurance 16)

     % used to develop and implement leveraging activities (limited to  
the greater of 0.08% or \$35,000 for States, the greater of 2%  
or \$100 for territories, tribes and tribal organizations).

100% **TOTAL**

GRANTEE Missouri

FFY 2009

statutory  
references  
2605(c)(1)(C)

→ The funds reserved for winter crisis assistance that have not been expended by March 15 will be reprogrammed to:

(alternate use  
of crisis assistance  
funds)

       heating assistance

       cooling assistance

       weatherization assistance

  X   Other(specify): Winter Crisis goes through May as long as funds last. If funds are not expended after May, then they are utilized toward Summer Crisis.

→ Do you accept applications for energy crisis assistance at sites that are geographically accessible to all households in the area to be served? (This is required by the statute.)

Yes   X   No       

2605(b)(2)  
2605(c)(1)(A)

→ What are your maximum eligibility limits?  
(Please check the components to which they apply.)  
**Current year guidelines must be used.**

(eligibility)

       150% of the poverty guidelines:  
heating        cooling        crisis        wx   X  

  X   125% of the poverty guidelines:  
heating        cooling        crisis   X   wx       

       110% of the poverty guidelines:  
heating        cooling        crisis        wx       

       60% of the State's median income:  
heating        cooling        crisis        wx       

       Other (specify for each component)  
      

       Households automatically eligible if one person is receiving  
       TANF,        SSI,        Food Stamps,        Certain means-tested  
veterans programs (heating        cooling        crisis        wx       )

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FFY 2009

statutory  
references

2605(c)(1)(A)  
2605(b)(2)  
(eligibility)

→Do you have additional eligibility requirements for:  
**HEATING ASSISTANCE**   X   Yes        No)

→Do you use:        Yes        No

Assets test?          X         

*Maximum \$3000 per household*

→Do you give priority in eligibility to:

Elderly?          X         

Disabled?          X         

Young children?              

Other:          X           
(If Yes, please describe)

- *Current Resident of state*
- *US Citizen or alien legally admitted for permanent residence*
- *Vulnerable to heating costs*
- *Not residing in adult boarding facility, intermediate, residential or skilled nursing facility.*
- *Applications are mailed and accepted for the Elderly during month of October, one month before official program begins.*

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statutory  
references

2605(c)(1)(A)  
2605(b)(2)

→ Do you have additional eligibility requirements for:  
**COOLING ASSISTANCE** (        Yes   X   No)

(eligibility)

→ Do you use: Yes No

Assets test?

→ Do you give priority in eligibility to:

Elderly?

Disabled?

Young children?

Other:

(If Yes, please describe)

statutory  
references

2604(c)  
2605(c)(1)(A)

(eligibility)

→ Do you have additional eligibility requirements for:  
**CRISIS ASSISTANCE** ( X Yes        No)

	<u>Yes</u>	<u>No</u>
→ Do you use:		
Assets test?	<u>X</u>	<u>      </u>
Must the household have received a shut-off notice or have an empty tank?	<u>X</u>	<u>      </u>
Must the household have exhausted regular benefit?	<u>X</u>	<u>      </u>
Must the household have received a rent eviction notice?	<u>      </u>	<u>X</u>
Must heating/cooling be medically necessary?	<u>      </u>	<u>X</u>
Other (Please explain):	<u>X</u>	<u>      </u>
<ul style="list-style-type: none"> <li>• <i>Current Resident of state</i></li> <li>• <i>US Citizen or alien legally admitted for permanent residence</i></li> <li>• <i>Vulnerable to heating costs</i></li> <li>• <i>Not residing in adult boarding facility, intermediate, residential or skilled nursing facility.</i></li> </ul>		

→ What constitutes a crisis? (Please describe)

- *Utility service disconnected or threatened with termination for non-payment*
- *Need of additional financial assistance to restore or prevent termination of service*
- *Need for repairs or replacements of energy appliance that has failed to provide safe heating or cooling.*

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statutory  
references

2605(c)(1)(A) → Do you have additional eligibility requirements for:  
**WEATHERIZATION** ( X Yes      No)

(eligibility)

→ Do you use: Yes No

Assets test?      X

Priority groups? (Please list)      X

→ Are you using Department of Energy (DOE) Low  
Income Weatherization Assistance Program  
(LIWAP) rules to establish eligibility or to establish  
priority eligibility for households with certain  
characteristics?

X     

→ If Yes, are there exceptions?  
Please list below.

X     

*SSI and TANF*

statutory  
references2605(b)(3)  
2605(c)(3)(A)  
  
(outreach)

➔ Please check the outreach activities that you conduct that are designed to assure that eligible households are made aware of all LIHEAP assistance available:

X provide intake service through home visits or by telephone for the physically infirm (i.e. elderly or disabled).

X place posters/flyers in local and county social service offices, offices of aging, Social Security offices, VA, etc.

X publish articles in local newspapers or broadcast media announcements.

X include inserts in energy vendor billings to inform individuals of the availability of all types of LIHEAP assistance.

*Regulated Utilities required to provide this information for the program.*

X make mass mailing to past recipients of LIHEAP.

*Households who received assistance in previous year receives an application in mail. Applicant is responsible for updates, signing and attaching required documentation*

X inform low income applicants of the availability of all types of LIHEAP assistance at application intake for other low-income programs.

X execute interagency agreements with other low-income program offices to perform outreach to target groups.

X other (Please specify):

*Community Action Agencies provide articles for faith based organizations' media, local schools, outreach/education programs sponsored by Public Service Commission and Department of Natural Resources, Poverty Simulation provided by the Community Action Agencies that involve local merchants, social service agencies, Chamber of Commerce, local and state government staff.*

statutory  
references

2605(b)(4)

➔ Please describe how you will assure that LIHEAP is coordinated with similar and related programs. The description provided applies to all components unless specifically noted.

(coordination)

*All programs, with the exception of Title VI of the Energy Conservation Act, are administered by the Department of Social Services or through contractual arrangements with the 19 Missouri Community Action Agencies (CAA) throughout the state. CAA's are sub-grantees for CSBG, Head Start, distribute USDA surplus commodities to the low-income households, administer programs for Missouri's homeless population, administer the Energy Crisis Intervention Program component of LIHEAP and the intake and eligibility determination functions for the regular heating assistance component of LIHEAP. 16 CAAs also provide information services through contractual arrangements with the Missouri Department of Natural Resources, Division of Energy (DNR) identifies LIHEAP households in need of weatherization services and provides computer listings of these individuals to DNR in order that their need for weatherization services can be evaluated and delivered when indicated*

2605(b)(5)

2605(b)(2)

2605(b)(8A)

➔ The statute requires that there be no difference in the treatment of households eligible because of their income and those eligible because they receive benefits under TANF, Food Stamps, SSI, or certain means-tested veterans programs ("categorically eligible"). How do you ensure there is no difference when determining eligibility and benefit amounts? This applies to all components unless specifically noted below.

(benefit  
levels)

*Receipt of categorical assistance has no bearing upon an individual's eligibility for assistance or the amount of benefit they receive under Missouri's LIHEAP. Benefits are based on household income, household size, and type of energy fuel used.*

*Benefit amounts under the Winter and Summer Crisis component of Missouri's program are determined based on the amount of assistance needed, up to \$800 for Winter Crisis and \$300 for Summer Crisis, to alleviate a participant's energy related crisis, i.e. restore or continue utility service. Receipt of categorical assistance is not a factor in the determination of benefit amounts.*

statutory  
references

**HEATING COMPONENT**

2605(b)(5) → Please check the variables you use to determine your benefit levels (check all that apply):

(determination  
of benefits)

- ☒ income
- ☒ family (household) size
- ☐ home energy cost or need
  - ☒ fuel type
  - ☐ climate/region
  - ☐ individual bill
  - ☐ dwelling type
  - ☐ energy burden
  - ☐ (% of income spent on home energy)
  - ☐ energy need
  - ☐ other (describe)

2605(b)(5) → Describe how you will assure that the highest benefits go to households  
2605(c)(1)(B) with the lowest incomes and the highest energy costs or needs in relation  
to income, taking into account family size.

(benefit  
levels)

Please describe benefit levels or attach a copy of your payment matrix.

*The attached payment matrices indicates compliance with this assurance by virtue of the fact that benefit amounts decrease as income increases to reflect the household's energy costs in relation to their income.*

→ Do you provide in-kind (e.g., blankets, space heaters) and/or other forms of benefits?

☐ Yes ☒ No If Yes, please describe.

FY09 Income Ranges and Benefit Amounts (125%)					
Household Size	Monthly Income Amounts				
	A	B	C	D	E
1	\$0-217	218-433	434-650	651-867	868-1,083
2	\$0-292	293-583	584-875	876-1,167	1,168-1,458
3	0-367	368-733	734-1,100	1,101-1,467	1,468-1,833
4	0-442	443-883	884-1,325	1,326-1,767	1,768-2,208
5	0-517	518-1,033	1,034-1,550	1,551-2,067	2,068-2,583
6	0-592	593-1,183	1,184-1,775	1,776-2,367	2,368-2,958
7	0-667	668-1,333	1,334-2,000	2,001-2,667	2,668-3,333
8	0-742	743-1,483	1,484-2,225	2,226-2,967	2,968-3,708
9	0-817	818-1,633	1,634-2,450	2,451-3,267	3,268-4,083
10	0-892	893-1,783	1,784-2,675	2,676-3,567	3,568-4,458
11	0-967	968-1,933	1,934-2,900	2,901-3,867	3,868-4,833
12	0-1,042	1,043-2,083	2,084-3,125	3,126-4,167	4,168-5,208
13	0-1,117	1,118-2,233	2,234-3,350	3,351-4,467	4,468-5,583
14	0-1,192	1,193-2,383	2,384-3,575	3,576-4,767	4,768-5,958
15	0-1,267	1,268-2,533	2,534-3,800	3,801-5,067	5,068-6,333
16	0-1,342	1,343-2,683	2,684-4,025	4,026-5,367	5,368-6,708
17	0-1,417	1,418-2,833	2,834-4,250	4,251-5,667	5,668-7,083
18	0-1,492	1,493-2,983	2,984-4,475	4,476-5,967	5,968-7,458
19	0-1,567	1,568-3,133	3,134-4,700	4,701-6,267	6,268-7,833
20	0-1,642	1,643-3,283	3,284-4,925	4,926-6,567	6,568-8,208

Fuel Type	A	B	C	D	E
Natural Gas	\$283	\$249	\$227	\$196	\$174
Tank Propane	\$301	\$268	\$235	\$202	\$169
Electric	\$277	\$246	\$219	\$184	\$153
Fuel Oil	\$292	\$256	\$225	\$193	\$162
Wood	\$184	\$164	\$143	\$123	\$103
Kerosene	\$116	\$104	\$91	\$78	\$65
Cyl. Propane	\$138	\$123	\$107	\$91	\$76

GRANTEE Missouri  
statutory  
references

FFY 2009

2605(b)(5)  
2605(c)(1)(B)

**COOLING COMPONENT**

➔ Please check the variables you use to determine your benefit levels  
(check all that apply):

(determination  
of benefits)

- ☐ income
- ☐ family (household) size
- ☐ home energy cost or need
  - ☐ fuel type
  - ☐ climate/region
  - ☐ individual bill
  - ☐ dwelling type
  - ☐ energy burden
  - ☐ (% of income spent on home energy)
- ☐ energy need
- ☐ other (describe)

2605(b)(5)  
2605(c)(1)(B)

➔ Describe how you will assure that the highest  
benefits will go to households with the lowest  
incomes and the highest energy costs or needs  
in relation to income, taking into account family size. Please describe  
benefit levels or attach a copy of your payment matrix.

(benefit  
levels)

➔ Do you provide in-kind (e.g. fans) and/or other forms of benefits?

☐ Yes ☐ No If Yes, please describe.

statutory  
references

2605(b)(5)  
2605(c)(1)(B)

(determination  
of benefits)

**CRISIS COMPONENT**

→ How do you handle crisis situations?

  X   separate component            other (please explain)

→ If you have a separate component, how do you determine crisis assistance benefits?

  X   amount to resolve crisis, up to maximum

           other (please describe)

(benefit  
levels)

→ Please indicate the maximum benefit for each type of crisis assistance offered.

heating                    \$   800   maximum benefit

cooling                    \$   300   maximum benefit

year-round                \$            maximum benefit

→ Do you provide in-kind (e.g. blankets, space heaters, fans) and/or other forms of benefits?

  X   Yes    No If Yes, please describe.

*Furnace, Pellet/Wood Stove and AC/Central Air replacements, fans, energy related "minor home repairs", minor repairs of home heating and cooling systems, and temporary emergency shelter in case of eviction (cost deduction from maximum amount of benefit) not otherwise available through the Federal Weatherization Program.*

statutory  
references

2605(b)(5)  
2605(c)(1)  
(B) & (D)

**WEATHERIZATION & OTHER ENERGY RELATED  
HOME REPAIR AND IMPROVEMENTS**

➔ What LIHEAP weatherization services/materials do you provide?  
(Check all categories that apply.)

(types of  
assistance)

- ☒ Weatherization needs assessments/audits.  
☒ Caulking, insulation, storm windows, etc.  
☒ Furnace/heating system modifications/repairs  
☒ Furnace replacement  
☒ Cooling efficiency mods/repairs/replacement  
☒ Other (Please describe)  
*Safety measures (smoke/CO detectors, water heaters, etc.)*

(benefit  
levels)

➔ Do you have a maximum LIHEAP weatherization benefit/expenditure  
per household? \_\_\_\_\_ Yes ☒ No

If Yes, what is the maximum amount? \$ \_\_\_\_\_

➔ Under what rules do you administer LIHEAP weatherization? (Check  
only one.)

(types of  
rules)

- \_\_\_\_\_ Entirely under LIHEAP (not DOE) rules  
☒ Entirely under DOE LIWAP rules  
\_\_\_\_\_ Mostly under LIHEAP rules with the following DOE LIWAP rule(s)  
where LIHEAP and LIWAP rules differ (Check all that apply):  
\_\_\_\_\_ Weatherize buildings if at least 66% of units (50% in 2- &  
4-unit buildings) are eligible units or will become eligible within  
180 days  
\_\_\_\_\_ Weatherize shelters temporarily housing primarily low  
income persons (excluding nursing homes, prisons, and similar  
institutional care facilities).  
\_\_\_\_\_ Other (Please describe)  
\_\_\_\_\_ Mostly under DOE LIWAP rules, with the following  
LIHEAP rule(s) where LIHEAP and LIWAP rules differ (Check  
all that apply.)  
\_\_\_\_\_ Weatherization not subject to DOE LIWAP maximum  
statewide average cost per dwelling unit.  
\_\_\_\_\_ Other (Please describe.)

2605(b)(6) The state or tribe administers LIHEAP through the following local agencies:

(agency  
designation)

☐ county welfare offices  
☒ community action agencies (weatherization component only)  
☐ community action agencies (heating, cooling or crisis  
☐ charitable organizations  
☐ not applicable (i.e. state energy office)  
☐ tribal office  
☐ other, describe:

→ Have you changed local administering agencies from last year?  
☐ Yes ☒ No

If Yes, please describe how you selected them.

→ What components are affected by the change?

2605(c)(1)(E) → Please describe any additional steps (other than those described elsewhere in this plan) that will be taken to target assistance to households with high home energy burdens. **(This applies to all components. If all steps to target households with high home energy burdens are described elsewhere in the plan, no further information is required here.)**

(targeting of  
assistance)

*Participating in the Missouri Public Service Commission's campaign to educate households on the seasons rising utility costs and how households can conserve and take action of their usage and bills. MO BEE (Be Energy Efficient) will be utilized with state departments and community agencies. CAAs are working on outreach efforts through back to school fairs and energy conservation fairs. Some agencies have utilities and other social service agencies such as AARP and United Way involved.*

statutory  
references2605(b)(7)  
(energy  
suppliers)

→ Do you make payments directly to home energy suppliers?

Heating   X   Yes        NoCooling        Yes        NoCrisis   X   Yes        NoIf Yes, are there exceptions?   X   Yes        No

If Yes, please describe.

- *Utilities included as undesignated portion of rent*
- *Using wood or coal as primary heat source*
- *Supplier refuses to participate in LIHEAP or refuses to serve a particular household*

2605(b)(7)(A)

→ If you make payments directly to home energy suppliers, how do you notify the client of the amount of assistance paid? (Please describe)

*Copies of computer generated notifications (EA 6 and EA 7) are attached. The EA 6 is mailed to the client when their application is updated to eligibility file and advises them of benefit amount as well as name of supplier who will be paid. EA 7 is mailed to client after payment has been made and advises them of date and amount of payment and name of supplier when received.*

2605(b)(7)  
(B) & (C)

→ How do you make sure the home energy supplier performs what is required in this assurance? If vendor agreements are used, they may be attached. Indicate each component for which this description applies.

*Copy of the Home Energy Supplier Agreement is attached. Requirements in this document exceed those specified in statute and apply to all LIHEAP programs. A written agreement must be executed with all suppliers before any payments can be issued to them. A random sample of the contracted home energy suppliers are required to submit actual usage data on the past year, for every customer who receives payment from LIHEAP. This information is used to determine the supplier's compliance with terms of their contract.*

statutory  
references

2605(b)(8)(B)

→ Is there any difference in the way owners and renters are treated? If Yes, please describe.

(owners  
and  
renters)**HEATING ASSISTANCE**  X   Yes        No

*Individuals living in rental property and paying an energy supplier directly for their heating costs receive the same benefit as a similarly situated homeowner. Individuals with heating costs included as undesignated portion of their monthly rental charge receive a payment equal to 8% of their annual rental costs or the amount they would receive as a homeowner, whichever is less. Households residing in public subsidized housing with utilities included as an undesignated portion of their monthly rent, provided they can document that they are paying energy costs over and above the utility allowance included in their regular monthly rental charge.*

**COOLING ASSISTANCE**       Yes        No        N/A**CRISIS ASSISTANCE**  X   Yes        No*See Above***WEATHERIZATION**       Yes   X   No

statutory  
references  
2605(b)(10)

→How do you ensure good fiscal accounting and tracking of LIHEAP funds? (Please describe. Include a description of how you monitor fiscal activities.)

(program,  
fiscal  
monitoring,  
and audit)

*All expenditures of LIHEAP funds are made under policy, procedures, rules and regulations by the Missouri Office of Administration, DSS Division of Financial and Administrative Services and the Missouri Treasurer's Office. No expenditures for heating assistance payments are made unless:*

- *The eligibility of the program participant has been established and updated to the centralized computer file, which performs numerous edits to validate the accuracy of the determination and determines the amount of assistance to be paid;*
- *The energy supplier who is to receive payment on behalf of the household has entered into an agreement to participate in LIHEAP and has been added to the automated file of participating suppliers, and;*
- *The payment to be made to the supplier or the eligible household has been prepared through our automated check writing system which performs numerous edits to assure the accuracy of the payment and the eligibility of the supplier or household to receive the payment.*

*Funds provided to the contracted Community Action Agencies for the energy Crisis Intervention Program component of LIHEAP are subject to the following conditions:*

- *No funds are released to a CAA unless a signed written agreement which stipulates the purpose(s) for which those funds are expended, as well as several other conditions governing the expenditures of these funds;*
- *CAAs are required to submit monthly, as well as annual program/financial reports to document the expenditure of funds provided to them through LIHEAP.*
- *Annual compliance program monitoring is conducted by LIHEAP state personnel.*
- *The State Auditor's Office audits LIHEAP and makes the results of their audits available to the grantor agency. These audits are scheduled and conducted by the State Auditor's Office and are not under the control of DSS; and*
- *Each CAA secures an external audit in order to comply with the Single Audit Act. Copies of these audits are provided to the state LIHEAP office.*

➔How do you monitor program activities? (Please be sure to include a description of how you monitor eligibility and benefit determination.)

*At least one one-site monitoring visit is made by state LIHEAP personnel for the purpose of reviewing eligibility determinations made by the contracted agencies and that procedures are in place to assure the right to apply for all LIHEAP programs.*

*During these visits, program participant files are reviewed in detail to verify that the eligibility determination made by the agency was correct and that all established policies and procedures were followed in the decision making process. At the conclusion of each visit, a conference will be conducted with the contracted agency's director or his/her designee, during which all findings will be reviewed.*

*When all monitoring has been completed, a report of all findings will be produced and distributed. This report will include separate findings for each agency and compiled, statewide findings. Elements included will be payment accuracy, adherence to procedures, and timely disposition of applications and accessibility of the program to needy households.*

*In addition to these monitoring activities, a random sample of the contracted home energy suppliers are required to submit actual usage data on the past year, for every customer who receives payment from LIHEAP. This information is used to determine the supplier's compliance with terms of their contract.*

➔How is your LIHEAP program audited?

Under the Single Audit Act?  X  Yes   No

If not, please describe:

*Audit is performed by Missouri State Auditor's Office and results made available to grantor agency.*

For States and Territories:

➔Is there an annual audit of local administering agencies?  X  Yes

No

If not, please explain.

statutory  
references

2605(b)(12)

(timely and  
meaningful  
public  
participation)

➔How did you get timely and meaningful public participation in the development of the plan? (Please describe.)

- *State Legislative Department Budget Appropriation Hearings January through May 2008.*
- *Missouri Committee To Keep Missourians Warm. Monthly meetings that have representation from DSS, Department of Natural Resources, CAA, Public Service Commission, Office of Public Council, public and private service agencies, and utilities.*
- *Posted 2009 full plan on website and initiated feedback from suppliers, CAAs and other public social service agencies.*
- *Meetings with CAAs, suppliers and clients throughout the year to discuss program, enhancements and changes*

2605(a)(2)

(public  
hearings)

➔Did you conduct public hearings on the proposed use and distribution of your LIHEAP funds? When and where?

  X   Yes        No

**(Not required for Tribes and tribal organizations)**

August 19, 2008 at Harry S Truman Building, Jefferson City, Missouri

statutory  
references

2605(b)(13)

(fair  
hearings)

→ Describe your fair hearing procedures for households whose applications are denied or not acted on in a timely manner. When are applicants informed of these rights?

→ Denials

*See previous attached EA 6 and EA 7 which explains hearing process.  
Policy Manual attachment*

→ Applications Not Acted On In a Timely Manner

statutory  
references

2605(b)(15)

**For States and Puerto Rico only** (not applicable to Tribes and tribal organizations, or to territories whose annual regular LIHEAP allotments are \$200,000 or less):

➔ Does the State agency that administers the following LIHEAP component also administer the State's welfare program?

(alternate  
outreach  
and intake)

**HEATING ASSISTANCE**

\_\_\_\_\_ Yes   X   No

If Yes, describe alternate process for outreach and intake:

**COOLING ASSISTANCE**

\_\_\_\_\_ Yes   X   No

If Yes, describe alternate process for outreach and intake:

**CRISIS ASSISTANCE**

\_\_\_\_\_ Yes   X   No

If Yes, describe alternate process for outreach and intake:

GRANTEE Missouri

FFY 2009

statutory  
references

2605(b)(16)

➔ Do you use LIHEAP funds to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance? (This assurance refers to activities such as needs assessments, counseling, and assistance with energy vendors.)

☐ Yes ☒ No

If Yes, please describe these activities.

If Yes, how do you ensure that you don't use more than 5% (statutory ceiling) of your LIHEAP funds for these activities?

statutory  
references

2607A

(leveraging)

→ Please describe leveraging activities planned for the fiscal year. **(This entry is optional.)\*** Complete this entry if you plan to apply for LIHEAP leveraging incentive funds and to include in your leveraging report resources/benefits provided to low income households this fiscal year under criterion (iii) in 45 CFR 96.87(d)(2). Provide the following information for each:

- (1) Identify and described each resource/benefit;
- (2) Identify the source(s) of each resource; and
- (3) Describe the integration/coordination of each resource/benefit with the LIHEAP program, consistent with 1 or more of conditions A-H in 45 CFR 96.87(d)(2)(iii).

*AmerenUE Dollar More/Community Assistance. Funds are donated by customers and/or the utility company (through rate case decisions) and subsequently transferred to various not for profit organizations who then allocate funds to the Missouri Community Action Agencies. Funds are coordinated with the regular LIHEAP and ECIP programs, and used to supplement regular LIHEAP funds for LIHEAP eligible households to provide additional financial assistance to households who have exhausted all LIHEAP benefits consistent with 45 CFR 96.87 (d) (2) (iii).*

*Laclede Gas Dollar Help/Dollar More/Heat Up St. Louis and other charitable donations. Funds are donated by customers and/or the utility company (through rate case decisions) and subsequently transferred to various not for profit organizations who then allocate funds to the Missouri Community Action Agencies. Funds are coordinated with the regular LIHEAP and ECIP programs, and used to supplement regular LIHEAP funds for LIHEAP eligible households to provide additional financial assistance to households who have exhausted all LIHEAP benefits consistent with 45 CFR 96.87 (d) (2) (iii).*

*Missouri Gas Energy. Funds are donated by customers and/or the utility company (through rate case decisions) and subsequently transferred to various not for profit organizations who then allocate funds to the Missouri Community Action Agencies. Funds are coordinated with the regular LIHEAP and ECIP programs, and used to supplement regular LIHEAP funds for LIHEAP eligible households to provide additional financial assistance to households who have exhausted all LIHEAP benefits consistent with 45 CFR 96.87 (d) (2) (iii).*

*Deposit waivers. Regulated utilities work with LIHEAP households during the cold winter months (Cold Weather Rule) to help them maintain service. In order to help assistance funding along with client contribution stretch to its fullest, some utilities will waive the deposit to connect, reconnect or restore services.*

*Other leveraging resources that would include customer or charitable contributions provided to a utility company. In addition, leveraging resources that would include rate case funds provided by the utility company.*

\* Leveraged resources/benefits that are counted under criterion (iii) in 45 CFR 96.87(d)(2) must be identified and described in the grantee's LIHEAP plan and distributed as indicated in the plan. In addition, leveraging resources/benefits that are counted under criterion (ii) must be carried out under one or more components of the grantee's regular LIHEAP program.

statutory  
references

2605(b)

→ Please describe performance goals and measures planned for the fiscal year. **(This entry is optional.)**

(performance)  
goals and  
measures)

*CAA to process applications within 30 days.*

*Registration of EA applications within 3 days.*

*Decrease the percentage of return applicants in consistent years through education or preventive programs (referral to weatherization programs.)*

*Increase the HHS state performance target by 3% for elderly households.*

## ADDITIONAL CERTIFICATIONS AND REQUIREMENTS

Attached are additional certifications required as follows:

- \* **Lobbying certification**, which must be filed by all States and territories. If applicable, Form LLL, which discloses lobbying payments, must be submitted. **(Tribes and tribal organizations are EXEMPT.)**
- \* **Debarment and suspension certification**, which must be filed by all grantees.
- \* **Drug-free workplace requirement certification**, which must be filed by all grantees, unless the grantee has filed a statewide certification with the Department of Health and Human Services. **STATES ONLY:** If you have filed a statewide certification for the drug-free workplace requirement, please check here: X
- \* One of the requirements included in the 1994 reauthorization of the statute is that state grantees must include in their annual application for funds a report on the number and income levels of households applying for and receiving LIHEAP assistance, and on the number of recipient households that have members who are elderly, disabled, or young children.  
  
**All Tribes and those territories with allotments of less than \$200,000** need only submit data on the number of households served by each component (heating, cooling, weatherization and crisis). The approval for the collection of information contained in the **LIHEAP Household Report** is covered by OMB approval number 0970-0060.
- \* Though not a part of this application, the report on funds to be carried over or available for reallocation as required by section 2607(a) for the preceding year must be submitted by August 1 of each year. A grant award for the current fiscal year may not be made until the carryover/reallocation report is received. The approval for the collection of information contained in the **LIHEAP Carryover and Reallocation Report** is covered by OMB approval number 0970-0106.

**ADDING CHANGES TO ECHG DESIGNATED STAFF ONLY:**

1. Type HOH SSN in SSN field.
2. Press ENTER/SUBMIT.
3. Type B in the VALIDATION CODE field.
4. If changing HOH SSN type this in NEW SSN field.
5. If changing Spouse SSN type over SSN in Spouse Information section.
6. If updating supplier type correct information in Supplier section
7. Press ENTER/SUBMIT.

**Deletions**

There are several deletion reasons that will also need to be entered on the ECHG screen. These include the following:

- Death on one person households
- Out of state address
- Address is unknown
- HOH moves into professional, practical or domiciliary nursing home, another household, hotel, motel, dormitory or temporary shelter

**ADDING DELETIONS TO ECHG SCREEN:**

1. Type HOH SSN in SSN field.
2. Press ENTER/SUBMIT.
3. Type "D" in the ACTION CODE field.
4. Type deletion code "A" for death, "B" for Address unknown/Moved out of state, "C" for Ineligible Household, and "D" for Other in DELETION REASON field.
5. Press ENTER/SUBMIT.
6. The status will change from a "1" to a "2" on the ELIG screen in the Eligibility section.

**NOTE:** If a supplier response is displayed as outstanding on the EPAY screen, you will not be able to delete or deny a case until the supplier response has been updated.

**LIHEAP DENIALS**

When it is determined that an applicant is not LIHEAP eligible, the application must be denied.

If the applicant refuses or fails to sign the application form, the application must be denied.

If an applicant requests to withdraw their application, we should attempt to secure a written, signed statement of the request and deny the application. If a written statement cannot be secured, pend the application and deny on the 30<sup>th</sup> day.

If an applicant dies while the application is in pending status, the application will be denied if a one person household is involved. If a multiple person household is involved and there is a spouse or other adult (18 or older) member who can assume responsibility as the head of household, have this person initial and date the change on the application form and proceed with processing the application.

**Energy Assistance (EA) Denials**

Determination

The appropriate denial code letter/reason must be selected from the drop-down box on EAP1 for initial applications or the ECHG screen for reapplication in the DENIAL field. The system will automatically generate an Energy Assistance Notification (EA-6) to the applicant advising of the EA denial and of their hearing rights.

If a duplicate application is involved, a local letter must be sent to the applicant since once an individual has been approved for EA, they cannot be approved again. The system does not allow entry of the duplicate application. The EREG on the duplicate application must also be deleted.

### **Energy Crisis Intervention Program (ECIP) Denials**

You will notify in writing all applicant's who are denied ECIP assistance and advise them of their rights to a fair hearing.

### **FAIR HEARINGS**

All LIHEAP applicants are entitled to request a hearing regarding the decision made on their case. Energy Assistance (EA) applicants will be notified of their hearing rights by an Energy Assistance Notification (EA-6). Energy Crisis Intervention Program (ECIP) applicants will be notified of their hearing rights in writing on their approval/denial letter from the Community Action Agency (CAA).

- Hearings must be requested within thirty (30) days from the date of the EA-6 or the letter from the CAA.
- Hearing requests can only be denied by the Hearing Officer from the Family Support Division (FSD).
- Hearings can be requested by the household or its authorized representative, friend, relative or legal representative.

### **Hearing Process**

When you receive a hearing request, you will assist the household in completing four (4) copies of the Application for State Hearing (IM-87) form. If the hearing request is made by phone, the agency will complete the IM-87 and on the signature line record "Request made by phone".

You will submit the following information to the county FSD office within one day of the hearing request:

- Three (3) copies of the IM-87
- A summary of the pertinent facts signed by the agency supervisor. The summary must include the date of application, date of approval/denial, reason, if denied and any evidence that will be presented at the hearing.
- Indicate if there are dates the agency will not be available for a hearing.

A letter from the Hearings Officer will be sent to all parties with the date, time and location of the hearing. The hearing will be a telephone hearing unless the claimant refuses a telephone hearing. If the claimant refuses the telephone hearing, an in-person hearing will be conducted after submission of an HU-11, Notice of State Hearing.

The final decision upon completion of the hearing rests with the Director of FSD and the agency must follow the recommendation indicated in the decision. A copy of the hearing decision will be placed in the case file..

### **CLAIMS AND RESTITUTION**

When it becomes known that a household has received LIHEAP benefits in excess of the amount they were entitled to receive, you will need to file a claim against the household to recover the overpayment.



STATE OF MISSOURI  
DEPARTMENT OF SOCIAL SERVICES  
FAMILY SUPPORT DIVISION

ID #

<b>ENERGY ASSISTANCE ELIGIBILITY NOTICE</b>		Date
Application Date	Benefit Amount	Fuel Type
Supplier Name	Supplier Address	
Supplier City, State, Zip		

**Eligibility Message: Eligible**

You have been approved for assistance to help pay a portion of your home heating costs under Missouri's Low Income Home Energy Assistance Program. The amount of money you have been approved for is shown above by "Benefit Amount". You are expected to continue paying any "Amount Due" on the bill you receive from your utility company.

You have the right to request a fair hearing if you do not agree with this decision and you request the hearing within thirty (30) days after the date of this letter.

If you request a fair hearing, you may present information yourself or you may be represented by your own attorney.

Requests for hearings must be made at the Community Action Agency where you applied for assistance.



STATE OF MISSOURI  
DEPARTMENT OF SOCIAL SERVICES  
FAMILY SUPPORT DIVISION

ID #:

<b>ENERGY ASSISTANCE ELIGIBILITY NOTICE</b>		Date
Application Date	Benefit Amount	Fuel Type
Supplier Name		Supplier Address
Supplier City, State, Zip		

**Eligibility Message: Eligible**

You are eligible to receive energy assistance to help pay a portion of your home heating costs under Missouri's Low Income Home Energy Assistance Program. The amount of money you have been approved for is shown above by "Benefit Amount". ***The Department of Social Services is waiting for an approval from the listed supplier in order to make payment on your account. You will receive another notice that indicates the payment has been applied to your account, or your application has been denied. If denied, the second notice will include the reason for the denial.*** You are expected to continue paying any "Amount Due" on the bill you receive from your utility company.

You have the right to request a fair hearing if you do not agree with this decision and you request the hearing within thirty (30) days after the date of this letter.

If you request a fair hearing, you may present information yourself or you may be represented by your own attorney.

Requests for hearings must be made at the Community Action Agency where you applied for assistance.



STATE OF MISSOURI  
DEPARTMENT OF SOCIAL SERVICES  
FAMILY SUPPORT DIVISION

ID #

<b>ENERGY ASSISTANCE ELIGIBILITY NOTICE</b>		Date
Application Date	Benefit Amount	Fuel Type
Supplier Name		Supplier Address
Supplier City, State, Zip		

**Eligibility Message: Eligible**

You are eligible to receive energy assistance to pay a portion of your home heating costs under Missouri's Low Income Home Energy Assistance Program. The amount of money you have been approved for is shown above by "Benefit Amount". ***The Department of Social Services is waiting for an approval from the listed supplier in order to make payment on your account. You will receive another notice that indicates that the payment has been applied to your account, or your application has been denied. If denied, the second notice will include the reason for the denial.***

**IF YOUR NATURAL GAS IS OFF, you must call your gas company to schedule a turn-on. If you do not schedule this turn on, the energy assistance payment may not be accepted by your gas company. You are expected to continue paying any "Amount Due" on the bill you receive from your utility company.**

You have the right to request a fair hearing if you do not agree with this decision and you request the hearing within thirty (30) days after the date of this letter.

If you request a fair hearing, you may present information yourself or you may be represented by your own attorney.

Requests for hearings must be made at the Community Action Agency where you applied for assistance.



STATE OF MISSOURI  
DEPARTMENT OF SOCIAL SERVICES  
FAMILY SUPPORT DIVISION

ID #

**ENERGY ASSISTANCE ELIGIBILITY NOTICE**

Date

Application Date

Benefit Amount

**Eligibility Message: Ineligible**

Your application for benefits under Missouri's Low Income Home Energy Assistance Program has been denied. The reason for this decision is:

If you have questions about this decision, contact the Community Action Agency office where you applied for assistance. If your application was denied, you may re-apply for assistance prior to March 31, 2009.

You have the right to request a fair hearing if you do not agree with this decision and you request the hearing within thirty (30) days after the date of this letter.

If you request a fair hearing, you may present information yourself or you may be represented by your own attorney.

Requests for hearings must be made at the Community Action Agency where you applied for assistance.



STATE OF MISSOURI  
DEPARTMENT OF SOCIAL SERVICES  
FAMILY SUPPORT DIVISION

ID #:

<b>ENERGY ASSISTANCE PAYMENT NOTICE</b>		Mail Date
Supplier Number	Supplier Name	
Supplier Address		
Supplier City, State, Zip		
<p>On                      a payment of                      was issued to the above listed home energy supplier on your behalf. This payment represents the total amount of benefits you were approved to receive under Missouri's Low Income Home Energy Assistance Program.</p>		